The information solicited through this questionnaire will only be used in aggregate form, unless otherwise authorised by the respondent. Do you authorise us to cite/share your views individually?	Please enter your contact details:	12. What actions are needed to promote effective participation of all marginalised people in the global information society?
Yes	Ian Peter, Internet Governance Caucus member, Australia ian.peter@ianpeter.com	a willingness to involve them

Yes	Nnenna Nwakanma NNNENA.ORG/ACSIS/Africa IGF Rue des Jardins 22 BP 1764 ABJ 22 Abidjan Côte d'Ivoire	Reinforce IG processes at local levels in loal languages. If you have 10000 engaged actively in the information society at national level, then we have a greater chance of getting 100 at global level.
Yes	Country: DEMOCRATIC REPUBLIC OF CONGO Organization: CENTRE AFRICAIN D'ECHANGE CULTUREL Adress: CAMPUS NUMERIQUE FRANCOPHONE DE KINSHASA.44, AVENUE DE L'HOPITAL email: cafec3m@yahoo.fr/b.schombe@gmail.com	.It would be desirable to open a debate about it.
Yes	Russia, Coordination Center for Russian Top-Level Domains, 8, Zoologicheskaya Str., Moscow, 123242, Russia; info@cctld.ru	N/a
Yes	Sweden, Netnod, Franzéngatan 5, 112 51 Stockholm, info@netnod.se	Primarily by encouraging them and helping them to for example develop content and information in their local language, and create their own processes. And equivalent in the cases where the marginalized people is not marginalized due to language issues.

Yes	Bangladesh The Forum for Development, Journalism and Communication Studies (FOCUS) focus_bangladesh@yahoo.com	A broadbased campaign can be a good idea to include the marginal people in the process.
Yes	Russia Russian Association for Electronic Communications Presnenskaya embankment, 12, Federation Tower West, floor 46, Moscow, 123100 www.raec.ru info@raec.ru	Providing access to the Internet and education. Development of a regional backbone infrastructure, regional networks of access points to the network and the establishment of appropriate regional projects designed to connect networks in neighboring countries and in economically disadvantaged regions.

Yes	Country: United States Organization: Internet Governance Project Address: Syracuse University School of Information Studies Syracuse, NY 13244 USA E-mail: press@internetgovernance.org	This is an important question but we find it to be outside the scope of the Enhanced Cooperation working group and thus we choose not to answer it here.

| Yes | Internet Corporation for Assigned Names and Numbers
Los Angeles, CA, USA
12025 Waterfront Drive, Suite 300
Los Angeles, CA 90094-2536
USA
Phone: +1 310 301 5800
FAX: +1 310 823 8649
baher.esmat@icann.org | Marginalized people in the global information society add a further layer of complexity in the quest for fighting poverty, underdevelopment and exclusion. However, the very same nature of the Internet presents unseen possibilities to give voice to the unrepresented and marginalized groups.

Among the possible actions needed to promote effective participation of marginalized people in the global information society are:

- Invest in remote participation tools and remote hubs; this has been very successful in the IGF.

- Foster more capacity building activities around Internet governance issues; the ICANN Fellowship Programme is a successful initiative that allows people from developing countries to experience, participate and contribute to the ICANN process.

- Develop information literacy programs to empower marginalized groups to participate in national and global Internet governance debates, which could also be part of global UN activities such as UNESCO's Education for All.

- Develop simple and affordable applications adapted to widespread technologies (e.g. mobile) to facilitate broader participation.

- At the national level, promote the creation of inclusive multi-stakeholder processes that are open to all and targeting marginalized growth.

- At the international level, ensure that relevant issues for marginalized groups maintain a place in the global development agenda; strengthening the link of the WSIS process with the work and activities of the UNDG, particularly identifying the links between the development of the Internet and the MDGs. |

Yes	South-South Opportunity jrtnchekoua@gmail.com B.P 33 Yaoundé Cameroon"	The digital undermines the historical foundations of "the company". Outside thereof, operating point? The company, however, did not always exist as such either in its current form, it is a social construction ... including digital destabilizes foundations. For now, the "new technologies" are no longer just tools in his service, they also provide new means of production, value measurement and compensation. Is the point of disconnect radically work of the entity "business"? This issue was at the heart of discussions on the future of work. With digital, everything gradually and almost automates: supermarket cashiers disappear, workers are scarce, cars without drivers and articles written by robots become a reality ... This rapid technological progress leads us to rethink in depth the concepts of "Day Job" and "salary" ...
Yes	USA American Registry for Internet Numbers (ARIN) 3635 Concorde Parkway, Suite 200 Chantilly, Virginia, 20151 chandley@arin.net	Given that the cause of the marginalization may vary, from economics, politics, or logistics just to name a few, there is not one solution. Some of these problems can be addressed by improved remote participation, funding opportunities or bringing the discussions to these audiences. It is important is to recognize each issue for itself and work from there.
Yes	Country: JAPAN Organization: Japan Network Information Center (JPNIC) Address: 4F Urbannet Kanda bldg. 3-6-2 Uchi-Kanda, Chiyoda-ku Tokyo 101-0047 JAPAN Email: secretariat@nic.ad.jp	(Left intentionally blank)

Yes	Country:Japan Organization:KEIDANREN Address:1-3-2,OTEMACHI CHIYODA-KU,TOKYO 100-8188 E-mail:joho@keidanren.or.jp	Diversity itself is a broad concept, and it is necessary to give equal consideration to measures from many viewpoints, including economics, geography, age, physical disability, gender, etc.
Yes	Country： Japan Organization： Japan Registry Services Co., Ltd. Address： CFB East 13F, 3-8-1 Nishi-Kanda, Chiyoda-ku, Tokyo 101-0065 JAPAN E-mail： hotta@jprs.co.jp	.
Yes	Government Offices of Sweden Ministry for Foreign Affairs Department for International Law, Human Rights and Treaty Law Carl Fredrik Wettermark SE-103 39 Stockholm Sweden carl-fredrik.wettermark@gov.se	Global initiatives and platforms that focus on closing the digital divide need to be strengthened, both in terms or geographic, demographic, gender and socio-economic differences in Internet use. This should be done through better exchanges of best practices and capacity building that created preconditions for effective competition, resilient and open networks at affordable prices. Discussions on access, however, need to go beyond hard infrastructure and also focus on issues of creating policy and institutions that can safeguard an open, inclusive national Internet. This includes, among other things, increased efforts on human capacity building through improved education and availability of local content.
Yes	United States, Imagining the Internet, CB 2850, Elon University, 27244, andersj@elon.edu	no time

Yes	Igor Milashevskiy, i.milashevskiy@minsvyaz.ru Alexander Grishchenko, a.grichenko@minsvyaz.ru Russian Federation Ministry of Telecom and Mass Communications (Mincomsvyaz of Russia) 7, Tverskaya str., Moscow, 125375, Russian Federation Email: office@minsvy	Governments and involved public organizations should develop both national and international programs, strategies, mechanisms which provide ICTs affordability for those population groups that are still marginalized in their access to them, should endeavour to provide international cooperation of governments and operating agencies to support Internet infrastructure operation.
Yes	RIPE NCC Singel 258 1016AB Amsterdam The Netherlands Email: externalrelations@ripe.net	No single strategy will address all of the challenges that still prevent many people from fully participating in Internet governance processes. Rather, an evolving collection of strategies will be necessary, including improved remote participation facilities, funding for travel by stakeholder group representatives, coordinated community awareness-raising activities, and broad organisational structures (like the ecosystem of IGF events) that facilitate the injection of specific issues and perspectives into Internet governance debates.
Yes	Ellen Blackler Vice President, Global Public Policy The Walt Disney Company 425 Third Street, Suite 1100 Washington DC 20024 United States	The same barriers that affect other stakeholders affect marginalized people most acutely. These barriers are even more difficult to address because the most marginalized are frequently not even aware that issue affecting them are being discussed, and they have little chance of participating directly in multi-stakeholder processes. Those making decisions must make special efforts to understand the needs of marginalized people and how they can be addressed without relying on their direct participation. We look forward to hearing from organizations with expertise in this area on how processes can be developed to ensure the needs of marginalized populations are understood and taken into account.

Yes	Mark Carvell Head, Global Internet Governance Policy Creative Economy, Internet and International Department for Culture, Media & Sport 100 Parliament Street London SW1A 2BQ United Kingdom mark.carvell@culture.gsi.gov.uk	The responses to the previous two questions apply equally to this question with an emphasis on the need for outreach, knowledge sharing and effective practical means for sustained engagement and follow up cooperative activities. Reviews should be undertaken (perhaps under the direction of the CSTD on the recommendation of this working group) of the technology solutions available for active participation and the channels of support for building capacity and enhancing the infrastructural and skills bases in these communities, possibly through public-private initiatives and aid programmes.
Yes	ORGANISATIONAL ENDORSEMENTS: Association for Progressive Communications (APC) Global Valeria Betancourt <valeriab@apc.org> Bytes for All, Pakistan Pakistan Shahzad Ahmad <shahzad@bytesforall.pk> Centre for Community Informatics Research. Development an	Information and communication policy and practice at national level that is based on (and committed to) information and communication processes supporting political, social and economic development. Access to ICTs can empower marginalised people and create more inclusion, but political and economic processes need to enable this for the full potential of this empowerment to make a difference.
Yes	Malaysia Consumers International Lot 5-1 Wisma WIM, Jalan Wan Kadir 3, Taman Tun Dr Ismail, WP 60000, Malaysia jeremy@ciroap.org	We associate ourselves with the Best Bits submission, except for the additional answer to question 8 above.

Yes	Country: Switzerland Organization: Digitale Gesellschaft Schweiz Address: Digitale Gesellschaft, c/o Swiss Privacy Foundation, CH-5620 Bremgarten AG E-mail: office (at) digitale-gesellschaft.ch	(no answer)
Yes	(a young international NGO with seat in Switzerland) Organization: GodlyGlobal.org Address: GodlyGlobal.org c/o Norbert Bollow, Weidlistrasse 18, CH-8624 Grüt Email: nb@GodlyGlobal.org	There are various and very different mechanisms that cause people to be marginalized. It is not possible to devise a single set of actions that will address the needs of all marginalized people equally. Rather, the needs of marginalized people need to be studied and categorized in regard to what are the mechanisms that cause them to be marginalized, and what are the specific obstacles that make it difficult for them to overcome the challenges which they are facing. Then specific and effective strategies can be developed and implemented. The strategy development part of this can take place at the Enhanced Cooperation Task Force, see http://enhanced-cooperation.org/RFA/1 .

Yes	Anja Kovacs, Project Director Internet Democracy Project C14E Munirka DDA Flats New Delhi 110067 India anja@internetdemocracy.in	There are two preconditions to the effective participation of marginalised people in the global information society: access and the substantive enjoyment of the right to freedom of expression. Access includes both access to the Internet and access to knowledge and thus requires the free flow of information (including through net neutrality). The right to freedom of expression includes the right to seek, receive and impart information. In addition, especially for marginalised people, it is crucial that they can both access the Internet and express themselves anonymously, as it is often the public revealing of certain aspects of their identity (such as sexual orientation, race or class) that makes them particularly vulnerable. Between access and freedom of expression, there is no hierarchy, as both are crucial to fully tap into the empowerment that the Internet can provide and the ways in which it can support the realisation of not only civil and political but also social, economic and cultural rights. If one is to use the Internet to demand for one's social, economic and cultural rights, freedom of expression is essential. The need to harness the two together is especially urgent as the Internet is simultaneously used by States to dramatically increase surveillance over their citizens. As marginalised people tend to be particularly easy victims of such surveillance and are frequently the first to be negatively affected, it is not only important that such surveillance is checked by high thresholds. In addition, since their comparatively greater vulnerability will remain, it is crucial that their Internet access is accompanied by the strongest protections of the right to freedom of expression, access to knowledge and the free flow of information. Again, the right to anonymity is a crucial aspects of this mix.
Yes	Country: India Organization: SFLC.IN Address: 2nd Floor, K-9, Birbal Road, Jangpura Extension, New Delhi -110 014, India. E-mail : mishi@softwarefreedom.org	Para 84 of the Tunis agenda affirms the responsibility of government and other stakeholders to work together in this regard. There is an established need to identify areas where further efforts and resources need to be pooled for the marginalized community. Firstly, affordable access to information and communications technology and digital literacy for the rural poor and other marginalized groups, including women should be ensured. The continuing digital divide shows the imbalance between the policy making and implementation stages. There is a need for concerted action with participation from all stakeholders including civil society and private sector to promote effective participation of marginalised people in the global information society.

Yes	LACNIC Latin American and Caribbean Regional Addresses Registry Rambla República de México 6215, Montevideo, Uruguay. comunicaciones@lacnic.net	The first step to achieve effective participation of marginalized people Efforts to build open governance structures that recognize the challenges that remain for many people is to recognize the problem. Also, without promoting access to broadband connectivity to the 5-billon inhabitants that are not yet connected is impossible to think about effective participation. With that said, there is a need to address these participation challenges in creative ways. No single strategy will address all of these challenges. Rather, an evolving collection of strategies will be necessary, including improved remote participation facilities, funding for travel by stakeholder group representatives, and broad organisational structures (like the ecosystem of IGF events) that facilitate the injection of specific issues and perspectives into Internet governance discussions.
Yes	United States Center for Democracy & Technology 1634 I Street NW #1100 Washington, DC 20006 mshears@cdt.org	Not answered
Yes		Those who are most marginalised in the global information society are those who are not yet online. So the most urgent action in this respect is to spread affordable access to the majority of the world's population who is not yet enjoying the benefits of new technology. Further actions that can promote effective participation of all marginalised people in the global information society are leveraging national and regional platforms and south-south knowledge sharing; incorporating multilingualism; utilizing remote participation and technologies for people with hearing, visual, and other impairments.

Yes	Brazil Center for Technology and Society of Fundação Getulio Vargas Praia de Botafogo, 190, 13 andar Rio de Janeiro - RJ joana.varon@fgv.br marilia.maciel@fgv.br	_
Yes	Japan, Ministry of Internal Affairs and Communications Kasumigaseki 2-1-2, Chiyoda-ku, Tokyo 100-8926, JAPAN m3.ichikawa@soumu.go.jp	We considers that it is necessary to ensure access to the Internet by developing ICT infrastructure, providing ICT services at affordable prices, to implement capacity building and awareness-raising activities for improvements in Internet literacy, and to bridge the digital divide through these measures.
Yes	Cote d'Ivoire, DIGILEXIS – SPR, 28 BP 1485 Abidjan 28 kichango@gmail.com	Information and communication policy and practice at national level that is based on (and committed to) processes supporting political, social and economic development. Access to ICTs can empower marginalized people and create more inclusion, but political and economic processes need to enable this for the full potential of this empowerment to make a difference.

| Yes | France, INTLNET, 120 chemin des Crouzettes, Saint-Vincent de Barbeyrargues, France 34730, info@intlnet.org | To keep it simple.
 "Perfection is achieved, not when there is nothing more to add, but when there is nothing left to take away." — Antoine de Saint-Exupery
 In our area, this is taught to us by the internet success. Its architecture is documented by four RFCs that apply principles that belong to every enhanced (human, economic, technical, network, etc.) cooperation:
 · RFC 1122. Robustness principle. "Be liberal in what you accept, and conservative in what you send", striving for the "least user surprise".
 · RFC 1958. "The principle of constant change is perhaps the only principle of the Internet that should survive indefinitely". "It is also generally felt that end-to-end functions can best be realised by end-to-end protocols. [] Everything else should be done at the fringes". (our intelligent use of the internet IS something else).
 · RFC 3439. Principle of simplicity: "to be successful we must drive our architectures and designs toward the simplest possible solutions".
 · RFC 5895. Principle of subsidiarity: "As unusual as this may be for a document concerning Internet protocols, it is necessary to describe [] an operation that is to be applied to user input in order to prepare that user input for use in an "on the network" protocol". The dividing line between "user interface" and "protocol" is clear. The protocol part [] explicitly does not deal with the user interface.
 The more we make sure that marginalized people's needs (this begins with multilingualization, i.e. every language treated the same as English, and multilingual domain names) can be addressed by subsidiarity will give the momentum, architecture, architectonic and technical ethic to promote and, more than that, to permit the participation of all the marginalized people with their necessary active involvement for them to document their needs.
 Full social e-empowerment (access, site, domain name) should be free (like Wikipedia) and paid by commercial e-empowerment. The Internet today is like a city where you should pay to walk the street and enter the shops. This is not a real enhanced cooperation among businesses and consumers, and probably not that good for commerce. |

Yes	Saudi Arabia, Communications and Information Technology Commission (CITC) PO Box 75606, Riyadh 11588, Saudi Arabia MAJED ALMAZYED, mmazyed@citc.gov.sa	The cause of marginalized people is addressed in a number of the issues in the response to Q4 such as multilingualization, international Internet connectivity (including affordability, and developmental aspects of the Internet, for which public policy should be developed by the enhanced cooperation Body. Their principal champion, in terms of roles and responsibilities, is civil society, though governments (including regulators) generally have active programs aimed at universal service and universal inclusion of their populations in the digital society. Among the key issues to be addressed are training and education, literacy, access to ICTs, affordability, ongoing support and empowerment.
Yes	United States of America	As noted in our response to question 11, targeted awareness programs and additional funding to support engagement can help remove barriers to participation in global Internet governance, and those actions can also be targeted to promote the effective participation of marginalized people in the global information society. Consideration should be given to hosting specific events that engage rural populations, those with limited language and literacy, women and youth, and those with disabilities. These events could focus on solutions that have overcome barriers for these populations, such as case studies, training and education programs, and access to affordable broadband in rural and peri-urban communities. Further, while much progress has been made to achieve affordable access to the Internet, more needs to be done to promote participation by all people in the information society.

Yes	United States, Intel, 12 Poet Drive, Matawan NJ, 07747, Mike.s.chartier@intel.com	in the global information society? Much action has been taken over the last decade by organizations and individual entities with the overarching goal of including all of the world's citizens in the global information society. Intel's own Corporate Vision is "This decade we will create and extend computing technology to connect and enrich the lives of every person on earth." And we are joined by many private sector companies such as Cisco, Google, Facebook, and ATT that share our desire and have committed enormous resources to this task; working individually and together in organizations such as the Broadband Commission, GSMA, USAID, Alliance for Affordable, and in public / private cooperation with governments. These entities have mobilized to accelerate participation of all citizens in the global information society. This is important because no one organization can do it alone, and the interaction amongst these broad groups is healthy, cross cutting, and beneficial to society as a whole. To be effective, we must continue along this same path.
Yes	Kenya ICT Action Network (KICTANet) www.kictanet.or.ke, and the Internet Society (ISOC) Kenya Chapter http://isoc.or.ke/ Contacts: Mwenda Kivuva (Kivuva@transworldafrica.com) Meshack Emakunat (memakunat@yahoo.com) Grace Githaiga (ggithaiga@hotmail.com (M	• Most marginalized people will not participate in information society debates because their immediate needs are basic amenities, and internet is a luxury. The moment internet access is made ubiquitous and affordable to these marginalized people, and they see the need of the internet in changing their daily lives, then they will be more informed on the need to participate in global IG issues. Barriers to access of internet on marginalized groups should first be broken. • Through proper infrastructure and enhanced connectivity. • Through integrating the marginalized gropus activities into the national ICT policies.
Yes	Switzerland, Federal Office of Communications OFCOM, 44 rue de l'Avenir, CH-2501 Biel/Bienne, Switzerland ir@bakom.admin.ch	Empowerment of all people is key to an inclusive information society. Depending on available resources, marginalized groups should be supported in their participation.

Yes	Finland, Government and other parties include the multi-stakeholder WSIS working group which acts also as steering committee for the Finnish Internet Forum Mervi.Kultamaa@FORMIN.FI	There have been many examples in the past of how ICT, especially mobile telephone and Internet, can make a difference in the lives of people who used to be marginalized, from Bangladeshi fishermen to "phone ladies" in African villages. This trend should continue – not as a charity, but as a growing number of innovative win-win business solutions.
Yes	France, International Chamber of Commerce (ICC), 38 Cours Albert 1er 75008 Paris, aha@iccwbo.org	-Increase awareness raising efforts, assess whether additional financial support to facilitate participation in processes and forums would be helpful. -Easing the ability to engage, whether physically or remotely, and ensuring ease of information dissemin
Yes	Czech Republic, Ministry of Industry and Trade of the Czech Republic, Na Frantisku 32, 110 15 Prague 1, novakovam@mpo.cz	Capacity building, education, seeking for job opportunities could help. Generally this depends on the ethic of the society as such.
Yes	Russian Federation, The council of the Federation of the Federal Assembly of the Russian Federation (the Upper Chamber)103426, Moscow, Bolshaya Dmitrovka str., 26 rugattarov@council.gov.ru	The information society is not a new type of social formation, so it faces the same problems that existed in previous historical periods – e.g. marginalization. Its difference lies in the fact that the information society has significantly expanded set of tools for socialization and social integration - online education, spreading information about the impact of crime and how to change your way of life through social networks and popular web-sites, etc.
Yes	Mexico 1) Camara Nacional de las Industria Electronica de telecomunicaciones y tecnologias de la informacion (CANIETI) Culiácan No. 71 col. Hipodromo Condesa México D.F. 2) Instituto Nacional del Derecho de Autor (INDAUTOR),	INDAUTOR: Bajar los costos de los servicios de tecnologías de la información y la comunicación; establecer una mayor infraestructura que permita ampliar la cobertura de dichos servicios a los lugares más remotos, así como crear una mayor concientización sobre las ventajas que ofrecen las TIC para el desarrollo económico social y cultural de los países. CANIETI: Véase: Agenda Digital Nacional, documento anexo.

	Puebla #143, Colonia Roma	
Yes	United States of America, United States Council for International Business (USCIB), 1400 K Street, NW, Suite 905, Washington, DC 20005 bwanner@uscib.org	-Increasing awareness and assessing whether additional financial support to facilitate participation in processes and forums would be helpful; and -Easing the ability to engage, whether physically or remotely, in Internet governance discussions and ensuri
Yes	43 civil society organizations, 10 of them with ECOSOC consultive status, and many more individuals. Organizations supporting the proposal: 1. Action Aid International (ECOSOC status) 2. Bangladesh NGOs Network for Radio and Communication, Bangladesh (EC	.
Yes	INDIA, Permanent Mission of India to the United Nations Office 9, RUE DU VALAIS, 1202, GENEVA Mission.india@ties.itu.int	The mechanism proposed above involves all stakeholders, having important role to play in addressing the challenge to effective participation of marginalised people. Challenges like accessibility, availability and affordability of information services have to be addressed at regional, national and international level with participation of all stakeholders in their respective roles and responsibilities effectively.

Yes	LATVIA, Ministry of Foreign Affairs, mission.un-gen@mfa.gov.lv	Appropriate public policies including sufficient fund allocation is needed to build an inclusive information society. Those would include development of websites, portals, databases and other e-services adapted for marginalized groups and people with disabilities, allowing them not only access information by using the assistive technologies, but also enabling them to create their own content. Likewise, such actions should concentrate on the development of educational resources for people with disabilities.
Yes	BULGARIA, Law and Internet Foundation, bul. Patriarh Evtimii 36, Sofia 1000, Bulgaria info@netlaw.bg	.
Yes	BULGARIA, Department of Administration Modernization, Council of Ministers, 1 Dondukov Blvd.1594 Sofia is.ivanov@government.bg	Information society offers unique opportunities not only for the integration and emancipation of marginalized people and communities but also for making full use of their potential for the benefit of the society as a whole.

| Yes | Country: Bulgaria
Organization: Information Technology and eGovernance Directorate, Ministry of Transport, Information Technology and Communications
Address:　　Sofia, 9 Dyakon Ignatii Str.
E-mail:　　hhristov@mtitc.government.bg | Effective participation of all marginalized people in the global information society is a complex issue which goes beyond the simple use or use-not of computers. Firstly, these people have to be effectively empowered in order to benefit from technology and to become genuine members of information society. The problem is not only technical but solutions based on better comprehension of complex social surroundings of the groups and their interaction with technology should be found
Secondly, new inclusive information society policy should be pursued. We have already mentioned that the scope of stakeholders in global dialogue should be widened and new participants should be encompassed, particularly communities. Possibly novel forms of participation and involvement – more direct as expression - should be sought and encouraged. In this respect experts claim that governments should create suitable regulatory frameworks and generally an enabling environment for communication with the poor and neglected. Such approach is intertwined with settling issues of social and economic complexion securing sustainable development and poverty eradication - the Millenium Goals. The most important tool, however, for inclusion of the poor and marginalized communities is the right to communication. Freedom of expression is crucial and suppressed voices of refugees, migrants, indigenous people should be heard by policymakers. Activities and procedures of international organization should become more open and democratic for various participants including communities and individuals. Respecting cultural diversity, languages, and traditions is unalienable element of this multi-stage process.
To achieve these goals (question 12|crucial is the multi stakeholder approach. All policy and standards developing processes are carried out in an open, inclusive and transparent format. Whoever wants to, can participate in these processes and have his or her voice heard. Past experience and success stories of countries which have adopted open, inclusive participatory process show that the multistakeholder approach helps to take better decisions.
Marginalized people can be involved effectively in global information society by giving them the possibility to realize the simplicity, usability and benefits of global information society. These could be done by educational and promotion programs of local stakeholders organizations.
 Information society offers unique opportunities not only for the integration and emancipation of marginalized people and communities but also for making full use of their potential for the benefit of the society as a whole.
The only way to involve marginalized people in the global information society is through the development of strong local civilian societies and the support of non-government |

		organizations aiming to develop local civilian societies in different regions, especially in developing countries.
Yes	Bulgaria, Executive Agency Electronic Communication Networks and Information Systems. Bulgaria 1000 "Gurko 6" str. mail@esmis.government.bg	Marginalized people can be involved effectively in global information society by giving them the possibility to realize the simplicity, usability and benefits of global information society. These could be done by educational and promotion programs of local stakeholders organizations.

Yes	Bulgaria, Council of Ministers, Strategic Development and Coordination Directorate 1 Dondukov Blvd 1594 Sofia y.stoyanov@government.bg, l.kamenova@government.bg	Free training and access to the Internet. Opportunities for relevant e-business.
Yes	Bulgaria, Bissera Zankova - Media Adviser to the Ministry of Transport, Information Technology and Communications (MTITC) Sofia, 9 Diakon Ignatii Str. bzankova@gmail.com	Effective participation of all marginalized people in the global information society is a complex issue which goes beyond the simple use or use-not of computers. Firstly, these people have to be effectively empowered in order to benefit from technology and to become genuine members of information society. The problem is not only technical but solutions based on better comprehension of complex social surroundings of the groups and their interaction with technology should be found (see investigation done by Bharat Mehra, Cecilia Merkel and Ann Peterson Bishop, The internet for empowerment of minority and marginalized users, 2004 http://citeseerx.ist.psu.edu/viewdoc/download?doi=10.1.1.115.4911&rep=rep1&type=pdf, online version at http://nms.sagepub.com/cgi/content/abstract/6/6/781). Secondly, new inclusive information society policy should be pursued. We have already mentioned that the scope of stakeholders in global dialogue should be widened and new participants should be encompassed, particularly communities. Possibly novel forms of participation and involvement – more direct as expression - should be sought and encouraged. In this respect experts claim that governments should create suitable regulatory frameworks and generally an enabling environment for communication with the poor and neglected. Such approach is intertwined with settling issues of social and economic complexion securing sustainable development and poverty eradication - the Millenium Goals. The most important tool, however, for inclusion of the poor and marginalized communities is the right to communication. Freedom of expression is crucial and suppressed voices of refugees, migrants, indigenous people should be heard by policymakers. Activities and procedures of international organization should become more open and democratic for various participants including communities and individuals. Respecting cultural diversity, languages, and traditions is unalienable element of this multi-

		stage process (see Silvia Balitt, Communication for Isolated and Marginalized Groups, Blending the Old and the New, 2004 at http://www.fao.org/sd/dim_kn1/docs/kn1_040701a2_en.pdf)
Yes	Bulgaria, Academy of Sciences (IMI-BAS and LT-BAS) Sofia 1113, Acad. G. Bonchev Block 8 Director@math.bas.bg, Yoshinov@cc.bas.bg	To achieve these goals crucial is the multi stakeholder approach. All policy and standards developing processes are carried out in an open, inclusive and transparent format. Whoever wants to, can participate in these processes and have his or her voice heard. Past experience and success stories of countries which have adopted open, inclusive participatory process show that the multi stakeholder approach helps to take better decisions.
Yes	Bulgaria, Sofia University "St. Kl. Ohridski" Faculty of Mathematics and Informatics 5 James Bouchier Blvd. Sofia 1164, Bulgaria krassen@fmi.uni-sofia.bg	The only way to involve marginalized people in the global information society is through the development of strong local civilian societies and the support of non-government organizations aiming to develop local civilian societies in different regions, especially in developing countries.

Yes	Bulgaria, Ministry of Economy and Energy 8 Slavyanska str., Sofia 1000, Bulgaria ts.tsankova@mee.government.bg	Marginalized people can be involved effectively in global information society by giving them the possibility to realize the simplicity, usability and benefits of global information society. These could be done by educational and promotion programs of local stakeholders organizations.
Yes	Country: Switzerland Organization: Internet Society Address: Galerie Jean-Malbuisson 15 Email: bommelaer@isoc.org	Increasing transparency and information around all key governance processes, both at the local and global levels. Inclusion can be enhanced through proactive addition of marginalised people through fellowships and sponsorships as well as through capacity building efforts to enable more effective and sustainable engagement.
Yes	Division for the Information Society (DI) Ministry of External Relations - Brazil Tel: +55 (61) 2030-6609 - FAX: +55 (61) 2030-6613	There are many actions and initiatives that could be undertaken by the Government and other stakeholders with a view to improving the effective participation of all marginalized people in the global information society and promoting digital inclusion. Governments should cooperate towards the achievement of those objectives by investing in infrastructure; implementing legislation providing incentives for investments in infrastructure and the adoption of business models for Internet expansion; and devising policies that lead to prices adjusted to local income. Furthermore, government can foster the establishment of agreements involving civil society and business and academic communities to promote access. However, Brazil considers that the WGEC should not focus on this subject in the light of its mandate and time constraints.